

Senior Medical Secretary- Maternity Cover

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post: Senior Medical Secretary Maternity Cover

Division: Surgery

Department: Medical Secretaries (Anaesthetics and Pre-operative Assessment)

Band: 4

Salary: £25,147 – £27,596

Hours of work: 22.5 over 3 days ,fixed term 12 months (Maternity cover)

Annual leave: Up to 33 days (pro rata) dependant on NHS Service

Pension: The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

Job Purpose

The post holder will work within Weston General Hospital and be responsible for providing an efficient and effective secretarial service for the Anaesthetic, Pre-operative assessment and Pain Service teams.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

What you'll love about working here

UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

Diversity & Inclusion

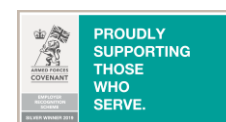
A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values. 'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy. The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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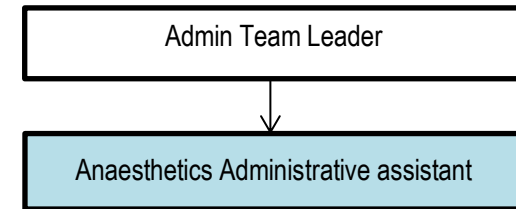
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Main Duties and Responsibilities

- Providing secretarial support to the Anaesthetic team, Pre-operative assessment and Lead Pain Nurse as required
- Note taking of various departmental meetings as required
- To assist with admin duties of induction of all new and returning Trainee Doctors
- To assist with maintenance of CLW rota when required
- Dealing with telephone enquiries and taking accurate messages as appropriate. Acting as a contact and liaison point for patients, clinicians, GP's, nursing staff, Medical Records and medical representatives, both face to face and on the telephone.
- Promote a positive image of University Hospital Bristol and Weston NHS Foundation Trust at all times.
- To liaise with and act as a point of contact for clinical and non-clinical staff via telephone and email
- To act as a point of contact for patients, relatives and carers. The post holder should be polite and empathetic to the patients' needs at all times and able to communicate effectively when dealing with difficult situations/conversations
- Escalate patients queries, capacity problems and general issues to the roles line manager or relevant clinical staff as appropriate
- General office admin duties – forwarding of emails; sorting & distributing post; filing; printing; photocopying; laminating etc.
- Housekeeping duties - setting up meeting rooms; preparing welcome refreshments; keeping display boards up to date; unpacking deliveries
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act and local Trust policies at all times.
- Undertaking any other duties which are deemed appropriate to the post

Organisational Structure



Key Working Relationships

- Consultant Anaesthetic staff
- Trainee Anaesthetic staff
- Scheduling & Operations Manager
- Operations Managers
- Administrative and secretarial staff across the Trust
- Lead Pain Nurse
- Pre-Operative Assessment Nurses

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Organisation and planning:

- Good knowledge of Microsoft Excel, PowerPoint, Word and Team with the ability to pick up different systems quickly (knowledge of EROS desirable)
- Assist colleagues in providing and maintain efficient day to day maintenance
- To co-ordinate and provide an efficient administration service to clinical teams.
- Ensure patient records are up to date and maintained.
- Ensuring speciality specific documentation is completed and filed appropriately

Communication:

- Provide a polite, courteous and responsive customer service, understanding the link between own professionalism and the possible impact on the department's image
- Liaise with other departments i.e. Divisional offices, Stores, Medical Secretaries, medical records, etc, developing positive and co-operative working relationships
- Use own initiative to respond to enquiries, providing both written and verbal information, directing queries to other departments/agencies as appropriate.
- To gain a basic understanding of the anaesthetic rotas, be aware of each anaesthetist's clinical commitment and to be able to locate them if required, or respond to general rota queries.

Service Development and Research:

- Attend training courses as required to support personal development and the needs of the service.
- Assist in training of new members of the team as required

Information Resources:

- Using the relevant computer systems (eg Medway/Evolve) to input and retrieve patient information and to book notes out to and from medical record
- To check incoming email inbox on a daily basis to keep up to date with departmental and Trustwide news and information.
- Data entry

Patient Care:

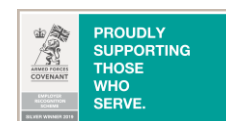
- To show a caring and professional approach towards patients, relatives. This may require acting with resilience to deal with sometimes distressed patients and relatives in a professional and empathetic manner

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Personal Profile -

Knowledge and Experience

- Secretarial / administrative experience (E)
- Experience of using Microsoft packages – Outlook/Excel/Word/Publisher (E)
- Experience of audio typing / word processing/proof reading (D)
- Experience working in NHS / healthcare setting (D)
- Experience of using CereFlow/ similar in-house patient record system (D)
- Some knowledge of medical terminology (D)
- Experience of working as part of a multi-disciplinar team (E)

Skills and Abilities

- Excellent interpersonal and communication skills (E)
- Ability to minute meetings (D)
- Excellent computer literacy skills including use of MS office applications for email, word processing etc (E)
- Excellent written English skills including keen attention to spelling and grammar (E)
- Good organisational skills and self-management with ability to meet targets and deadlines (E)
- Ability to use video conference software i.e. WebEx, MS Teams (D)
- Excellet organisational and planning skills (E)
- Ability to produce high quaiy work with attention to detail (E)

Aptitudes

- Supportive (E)
- Respectful (E)
- Collaborative (E)
- Innovative (E)

Qualifications and Training

- Educated to GCSE A* - C in both English Language and Mathematics or equivalent in these two subjects e.g. Certificates in Adult Literacy and Numeracy at Level 2 (E)
- Business and Administrative level 3 NVQ or equivalent experience (D)
- Qualified in work processing or audio typing (or equivalent) (E)

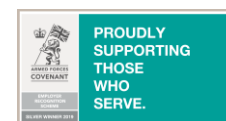
(E) = Essential
(D) = Desirable

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovate their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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